

TOWN OF VIENNA, VIRGINIA
JOB DESCRIPTION

JOB TITLE: PERSONNEL ASSISTANT
ADMINISTRATIVE SERVICES DEPARTMENT

GENERAL STATEMENT OF JOB

Under general supervision, performs a broad range of administrative and clerical work in support of the Administrative Services Department. Work involves composing a variety of correspondence and memorandum, reports, forms, and other general and technical materials; administering the fringe benefit program to include health, dental, life and disability policies, deferred compensation and flexible benefits; responding to inquiries from employees and the public; administering recruitment to include reviewing job applications, writing job announcements and advertisements, testing applicants, and checking reference; conducting new employee orientations, ensuring required documentation and forms are completed for and by all new employees, and distributing accordingly; following up on all paperwork and completing exit interviews for separating employees; administering the workers compensation program; maintaining all office and personnel records, files, and data according to applicable rules and regulations and preparing reports on the same; updating personnel policy manual, and processing and maintaining retirement records, applications, and proclamations; overseeing microfiche and retention of all official records; ensuring timely submission of performance evaluations by department heads; tracking and maintaining employee personnel records and files; participating in Police Officer Examination programs, distributing applications, assisting in administering tests, and notifying applicants of results; assisting the Director in coordinating special projects such as Service Awards, Training Programs, hearing examinations, health programs, and safety awards; and assisting employees with health insurance payment and coverage issues. Reports to the Director of Administrative Services.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Processes, verifies, and approves salary/grade changes.

Responds to inquiries from employees and public regarding employee benefits, personnel issues, job inquiries, etc.

Composes, edits, and distributes a variety of correspondence and memorandum, reports, forms, and other general and technical materials.

Administers the workers compensation program from reporting the incident within 24 hours from time of occurrence to our Workers Compensation carrier, to providing follow-up paperwork for claim to WC carrier, to obtaining authorization, and booking WC appointments for Specialist referrals when needed.

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Administers recruitment to include writing and posting job announcements and advertisements, logging candidates into database, reviewing job applications, checking references, and scheduling applicants for pre-employment physical and substance screening.

Conducts new employee orientations; ensures required documentation and forms are completed for and by all new employees; distributes accordingly.

Administers the fringe benefit programs to include health, dental, life and disability policies, deferred compensation, Retirement Health Savings Plan, Defined Contribution Plan (401-A), and Flexible Benefit Plan.

Maintains and tracks all office and personnel records, files, and data according to applicable rules and regulations; prepares reports on the same when requested.

Ensures and tracks timely submission of performance evaluations by department heads on a monthly basis.

Assists the Director of Administrative Services in coordinating special projects such as annual Service Award Luncheon, annual Safety Award, various training programs, etc.

Verifies and ensures prompt payment of monthly and annual insurance premiums, invoices, and expenses relating to the running of the office.

Receives and/or reviews various records and reports such as job applications, resumes, insurance claims, accident reports, and job announcements.

Prepares and/or processes various records and reports such as memorandums, letters, announcements, flyers, job announcements, and employment classified advertisement.

Refers to employee personnel index cards, Town of Vienna Adopted budget, Town of Vienna Administrative regulations, policy and procedure manuals, codes / laws / regulations, publications and reference texts, etc.

Operates a variety of equipment such as copier, telephone, calculator, computer, printer, fax machine, etc.

Uses a variety of supplies such as general office supplies, etc.; and a variety of computer software such as Microsoft Word, Microsoft Outlook, Microsoft Internet Explorer, Microsoft Excel, Microsoft Access, Broderbund Calendar Creator, etc.

Interacts and communicates with various groups and individuals such as the Director of Administrative Services, insurance providers, various benefit providers, department supervisors/superintendents, department heads, and the general public.

ADDITIONAL JOB FUNCTIONS

Updates personnel policy manual; processes and maintains retirement records, applications, and proclamations.

Oversees microfiche and retention of all official records.

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Participates in Police Officer Examinations program such as ordering applicable test materials, updating Police Officer Information handout, distributing applications, assisting in administering tests, inputting and updating applicants information and exam results, and notifying applicants of results.

Assists employees with health insurance payment and coverage issues; facilitates verification of employment for employees; assists employees with drafting various memorandums, filling out forms and applications, etc.

Runs errands such as purchasing various supplies for events, dropping off/picking up framed Proclamation for retirees, purchasing gift cards for retirees, retrieving files/items from off-site storage, etc.

Orders and maintains various office supplies and forms to ensure the continuous running of the Administrative Services operations.

Provides Public Notary service for employees and Town citizens.

Submits monthly checklists form various Departments to Administrative Services Director to assure proper compliance has been met such as Workplace Inspection checklist, Public Facilities checklist, AED checklist, notary log submission, etc.

Performs general administrative/office duties as required, including typing reports and correspondence, entering and retrieving computer data, copying and filing documents, sending and receiving faxes, answering the telephone, establishing and maintaining filing systems, etc.

Performs other related work as required.

MINIMUM TRAINING AND EXPERIENCE

Requires an Associate's degree with three to four years of experience in personnel administrative work; or any equivalent combination of education, training, and experience, which provides the required knowledge, skills, and abilities.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of automated office machines including computers, typewriters, calculators, copiers, facsimile machines, etc. Must be able to exert up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time, but may involve walking or standing for periods of time.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural, or composite characteristics (whether similar to or divergent from obvious standards) or data, people, or things.

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Interpersonal Communications: Requires the ability to speak and/or signal people to convey or exchange information. Includes receiving instructions, assignments, and/or directions from superiors.

Language Ability: Requires the ability to read a variety of correspondence, reports, personnel records, invoices, applications, procedure manuals, forms, etc. Requires the ability to prepare correspondence, reports, personnel records, schedules, insurance forms, etc. using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to speak to people with poise, voice control, and confidence.

Intelligence: Requires the ability to apply rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in written, oral, diagrammatic, or schedule form.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in a variety of technical or professional languages, including personnel, insurance industry, medical, counseling, and accounting terminology.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; to add and subtract; to multiply and divide; to utilize decimals and percentages. Must be able to use practical applications of statistics and algebra.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width, and shape.

Motor Coordination: Requires the ability to coordinate hands and eyes rapidly and accurately in using automated office equipment.

Manual Dexterity: Requires the ability to handle a variety of items, office equipment, control knobs, switches, etc. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination and Visual Acuity: Requires the ability to differentiate colors and shades of color; requires the visual acuity to determine depth perception, peripheral vision, inspection for small parts; preparing and analyzing written or computer data, etc.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress.

Physical Communication: Requires the ability to talk and/or hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear). Must be able to communicate via telephone.

PERFORMANCE INDICATORS

Knowledge of Job: Has thorough knowledge of the methods, procedures, and policies of the Administrative Services Department as they pertain to the performance of duties of the Personnel Assistant. Has knowledge of the functions and interrelationships of the Town and other governmental agencies. Has knowledge of the laws, ordinances, standards, and regulations pertaining to the specific duties and responsibilities of the position. Is able to help ensure departmental and Town compliance with all labor / human resources laws and regulations. Has

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working knowledge of planning, implementing, and managing a variety of personnel functions, including but not limited to employee recruitment and retention, benefits administration, and related programs and activities. Is able to develop and maintain a positive rapport with Town employees. Is able to make sound, educated decisions. Is able to offer instruction and advice to co-workers regarding departmental policies, methods, and regulations. Is able to use independent judgment and discretion in supervising various programs including the handling of emergency situations, determining procedures, setting priorities, setting schedules, maintaining standards, planning for future Town needs and resolving problems. Is able to plan and develop daily, short- and long-term goals related to Town purposes. Is able to take the initiative to complete the duties of the position without the need of direct supervision. Is able to plan, organize, and prioritize daily assignments and work activities. Is able to learn and utilize new skills and information to improve job performance and efficiency. Has knowledge of proper English usage, punctuation, spelling, and grammar. Has knowledge of modern office practices and technology; has skill in the use of computers for word and data processing and records management. Has the mathematical ability to handle required calculations. Is able to read and interpret complex materials pertaining to the responsibilities of the job. Is able to assemble and analyze information and make written reports and records in a concise, clear, and effective manner. Is able to maintain confidentiality as required. Has knowledge of the terminology and various professional languages used within the department. Has knowledge of how to maintain effective relationships with personnel of other departments, professionals, and members of the public through contact and cooperation. Has knowledge of how to react calmly and quickly in emergency situations. Has knowledge of the occupational hazards and safety precautions of the industry.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interacts within department and division, and with co-workers, and the general public.

Quantity of Work: Maintains effective and efficient output of all duties and responsibilities as described under "Specific Duties and Responsibilities."

Dependability: Assumes responsibility for doing assigned work and meeting deadlines. Completes assigned work on or before deadlines in accordance with directives, Town policy, standards and prescribed procedures. Accepts accountability for meeting assigned responsibilities in the technical, human, and conceptual areas.

Attendance: Attends work regularly and adheres to Town policies and procedures regarding absences and tardiness. Provides adequate notice to higher management with respect to vacation time and time off requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self reliant and self-starting approach to meet job responsibilities and accountability. Strives to anticipate work to be done and initiates proper and acceptable direction for completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies problems or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to problems or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice and researches problems, situations and alternatives before exercising judgment.

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Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of it. Questions such instruction and direction when clarifications of results or consequences are justified, i.e., poor communications, variance with Town policy or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation between all staff persons within the department.

Relationships with Others: Shares knowledge with supervisors and staff for mutual benefit. Contributes to maintaining high morale among employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time management methodology. Avoids duplication of effort. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Attends meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules. Maintains a calendar for meetings, deadlines and events.

Safety and Housekeeping: Adheres to all safety and housekeeping standards established by the Town and various regulatory agencies. Sees that the standards are not violated. Maintains a clean and orderly work place.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.